



LOCAL HELP FOR PEOPLE WITH MEDICARE

ASK SHIP

YOUR MONTHLY MEDICARE Q&A

Q: I recently attended an event where SHIP counselors were answering people's questions about Medicare. I would love to do something like this.

How can I become a SHIP volunteer?

A: SHIP offers gratifying volunteer opportunities for hundreds of people across Indiana. We provide services through many channels: seminars, local community training, one-on-one counseling, public speaking, publications, videos and more.

SHIP is driven by volunteers who are committed to helping people with Medicare determine the best healthcare choices for their individual situations and to be good consumers of Medicare, Medicare Advantage, Part D drug coverage, long term care financing, and low income assistance programs.

SHIP has 118 local sites throughout the state of

Indiana and over 300 volunteers.

SHIP offers its volunteers choices on how they would like to volunteer.

Personal Counseling -

Direct discussion with Medicare beneficiaries about their individual situations and may include review of personal information, such as Medicare Summary Notices, billing statements, and other related financial and health documents. This can take place on-site or by phone.

Special Events/Presentations -

Educates through presentations, health fairs, and other events geared toward Medicare recipients.

Administrative Support

Aide - This role involves such work as copying, filing, data entry, scheduling appointments, and placing phone calls in support of SHIP activities. Volunteers who work in this role do not field questions from the public.

To become a SHIP counselor, you must:

- Complete a 26-hour basic training which includes using a computer
- Complete hands-on volunteer shadowing
- Want to help people with Medicare questions in your community
- Attend regular local in-service training sessions (usually two half-day sessions per year)
- NOT be affiliated with (i.e., employed by, or in a position to sell) any insurance product, agency, company or service
- Make a minimum one-year commitment to SHIP
- Be willing to assure complete confidentiality to every client
- Complete required paperwork documenting each contact

If you are interested in becoming a SHIP volunteer, or have questions related to Medicare, call SHIP at 1-800-452-4800, 1-866-846-0139 TDD or online at www.medicare.in.gov. You can also find us on Facebook and Twitter.

SHIP is a free, unbiased counseling program provided by the Indiana State Department of Insurance.